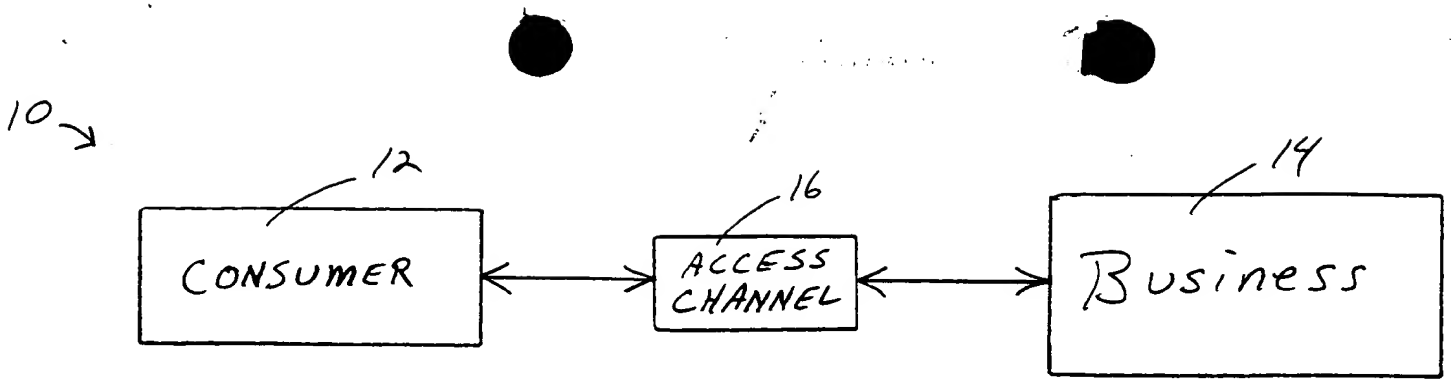

10
12
CONSUMER
16
ACCESS CHANNEL
14
Business

Fig. 1

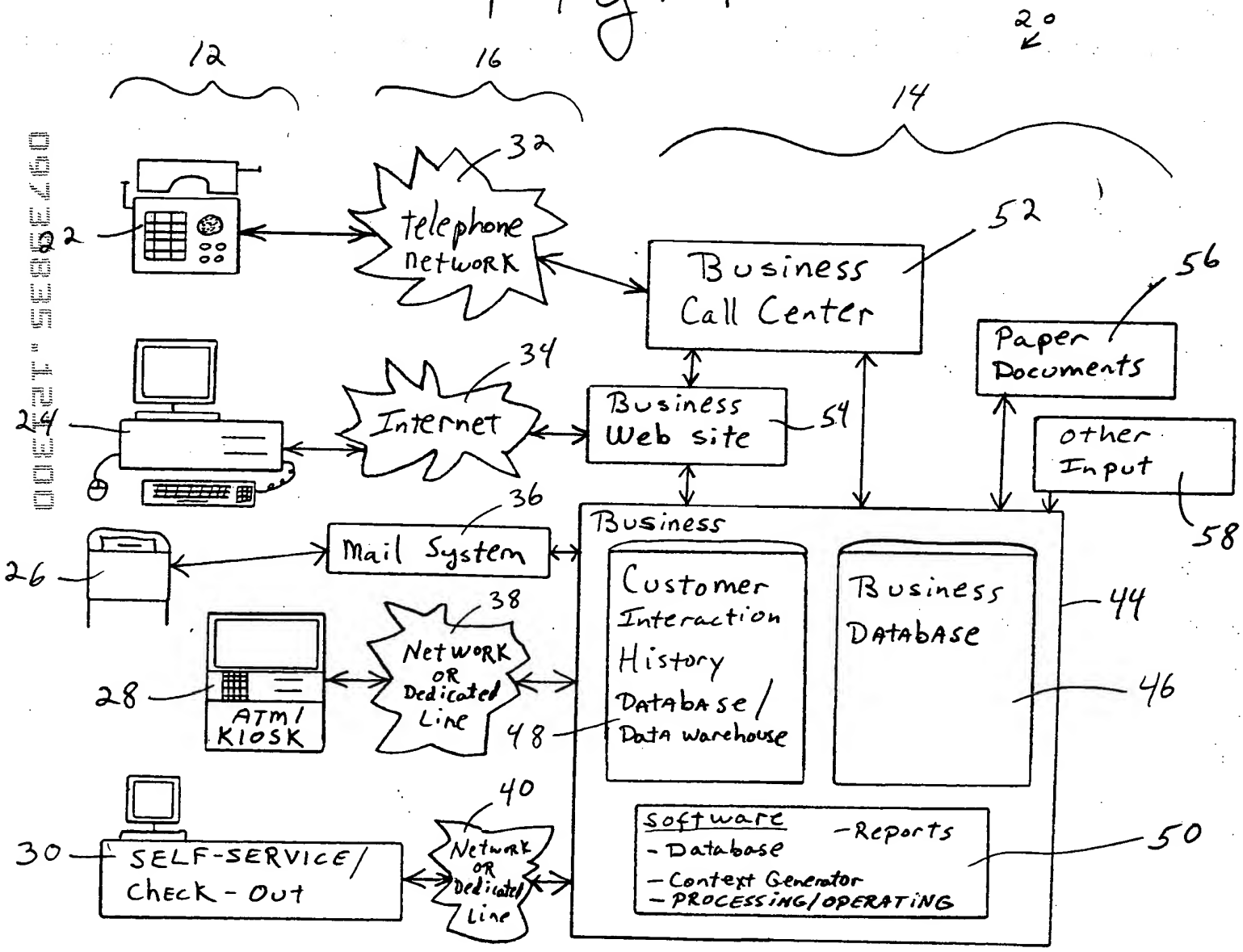

20
12
16
14
32
telephone network
22
52
Business Call Center
56
Paper Documents
34
Internet
24
Business Web site
54
other Input
58
36
Mail System
Business
26
Customer Interaction History Database / Data warehouse
Business Database
44
38
Network OR Dedicated Line
28
ATM / KIOSK
46
48
40
Network OR Dedicated Line
30
SELF-SERVICE / CHECK-OUT
software
- Database
- Reports
- Context Generator
- PROCESSING/OPERATING
50

Fig. 2

DOCKET NO. 95-0358

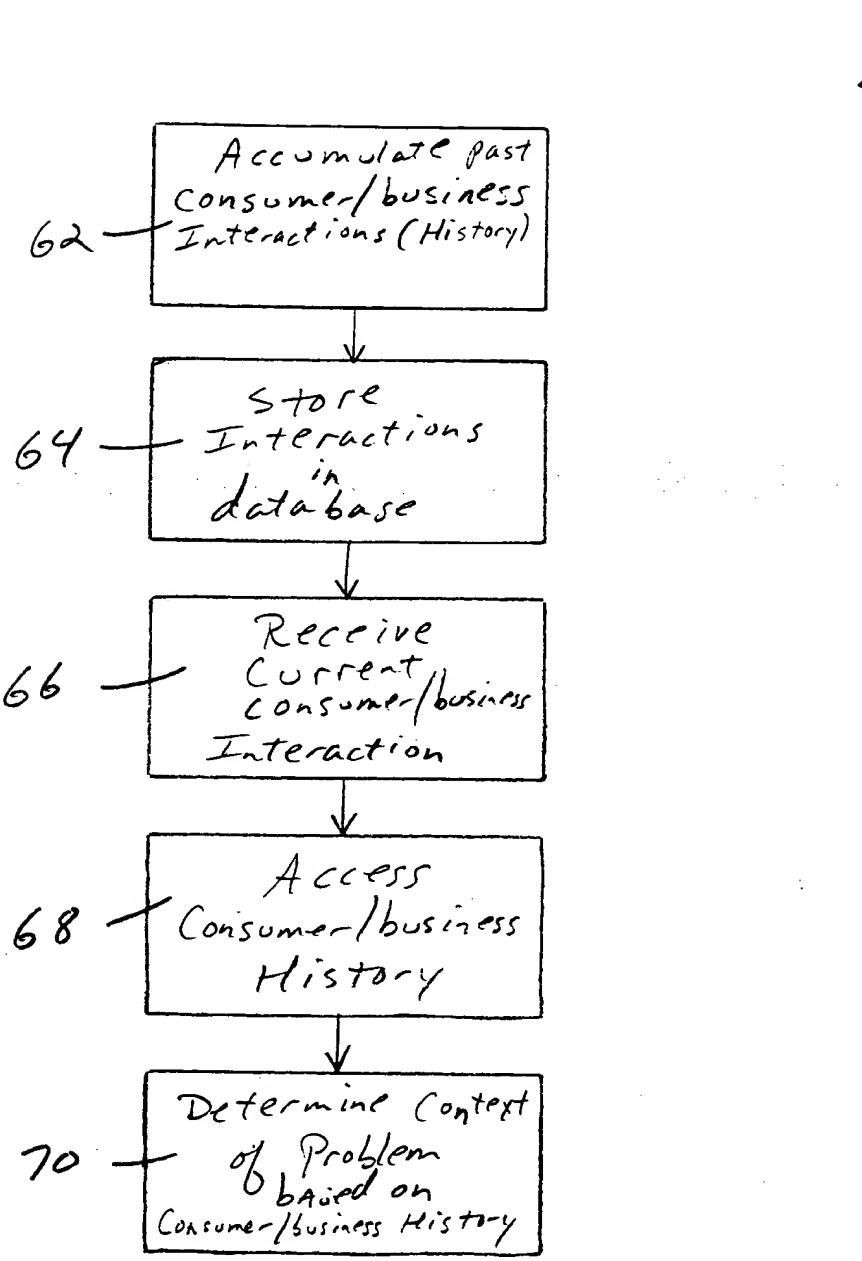


Fig. 3

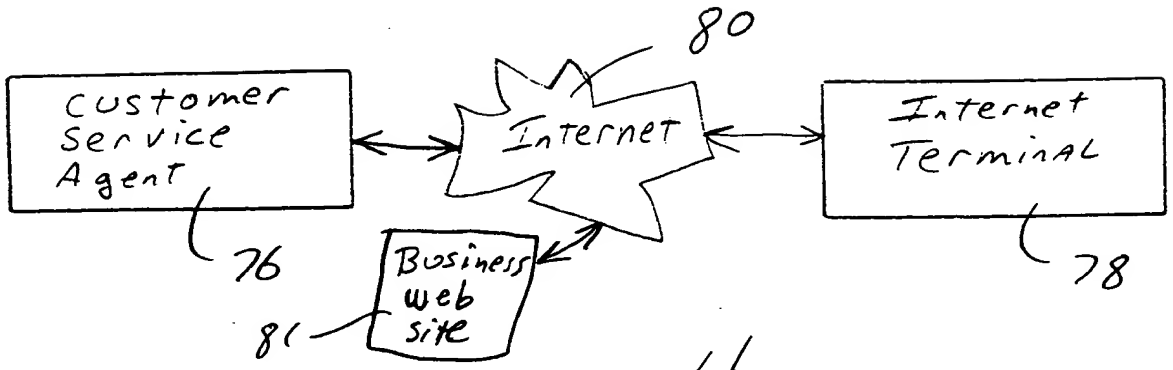


Fig. 4

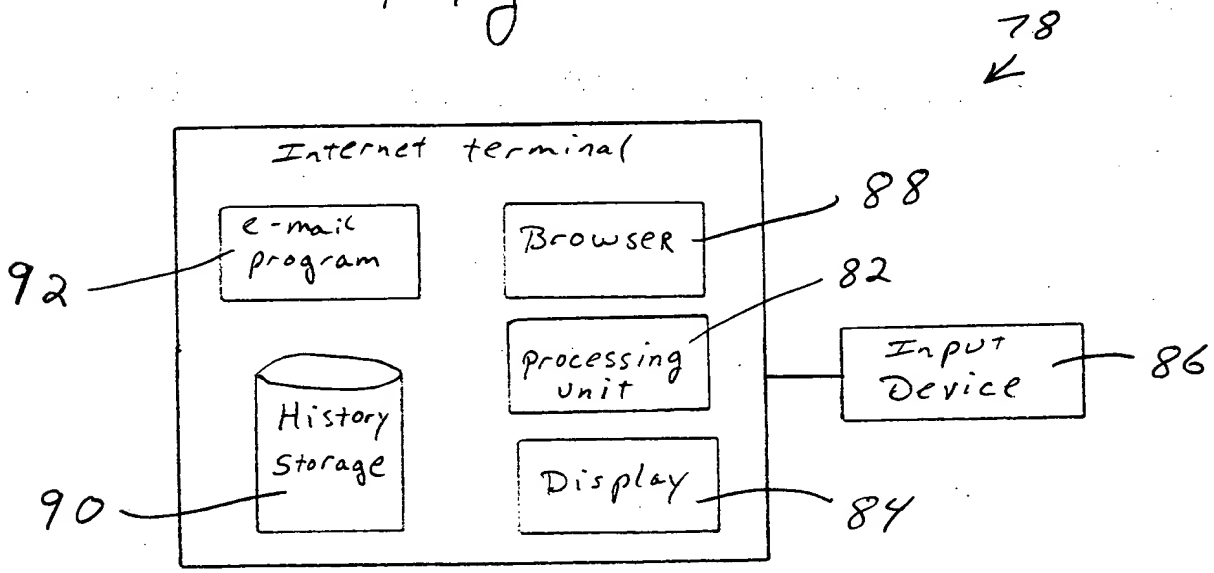


Fig. 5

Docket: 1-25-3

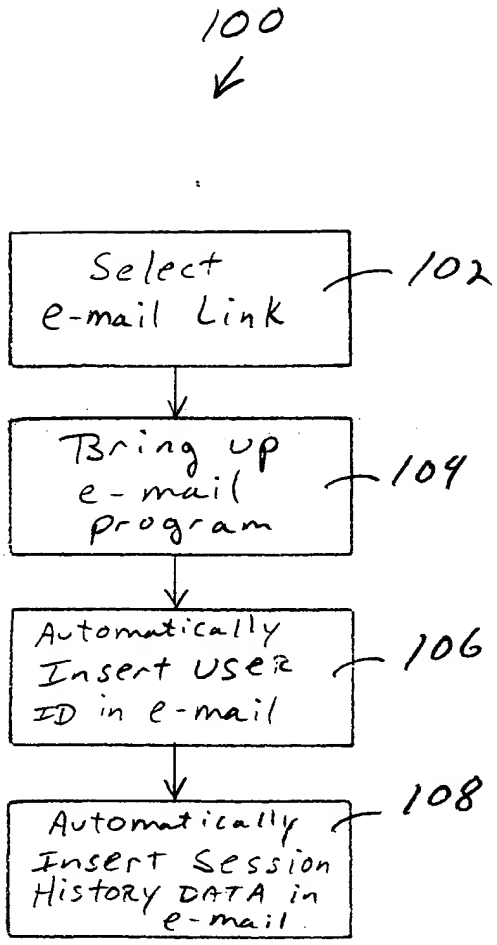

100
Select e-mail Link
102
Bring up e-mail program
104
Automatically Insert USER ID in e-mail
106
Automatically Insert Session History DATA in e-mail
108

Fig. 6

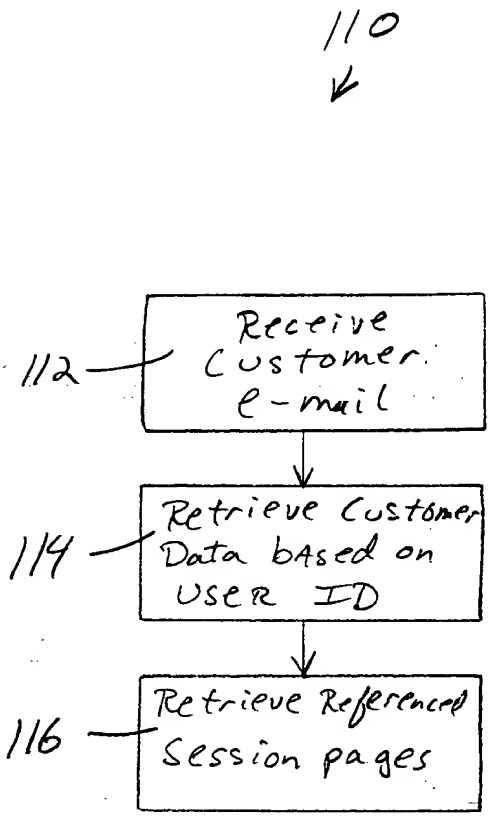

110
112
Receive Customer e-mail
114
Retrieve Customer Data based on USER ID
116
Retrieve Referenced Session pages

Fig. 7

FIG. 1

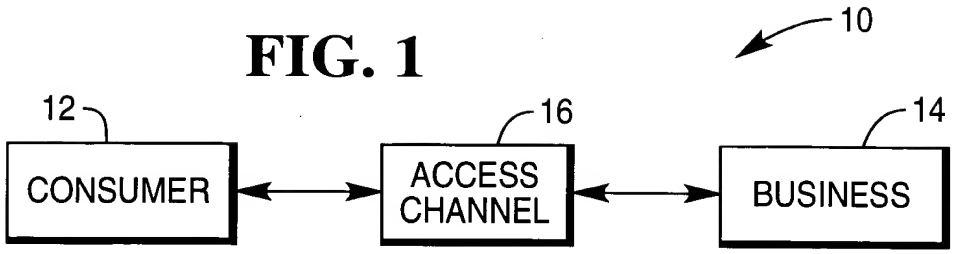

10
12
CONSUMER
16
ACCESS CHANNEL
14
BUSINESS

FIG. 3

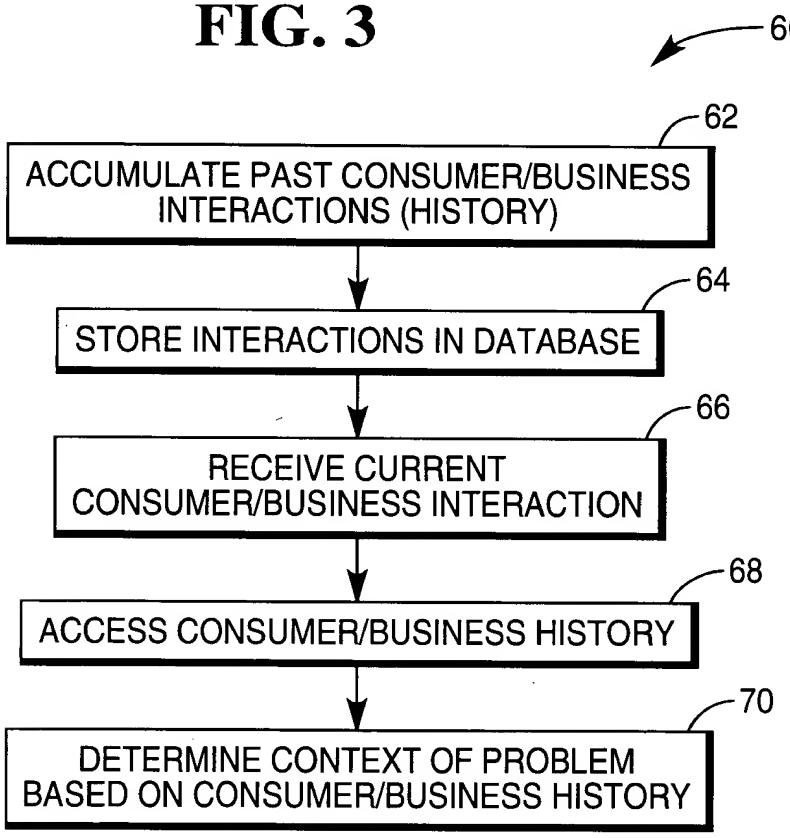

60
62
ACCUMULATE PAST CONSUMER/BUSINESS INTERACTIONS (HISTORY)
64
STORE INTERACTIONS IN DATABASE
66
RECEIVE CURRENT CONSUMER/BUSINESS INTERACTION
68
ACCESS CONSUMER/BUSINESS HISTORY
70
DETERMINE CONTEXT OF PROBLEM BASED ON CONSUMER/BUSINESS HISTORY

FIG. 2

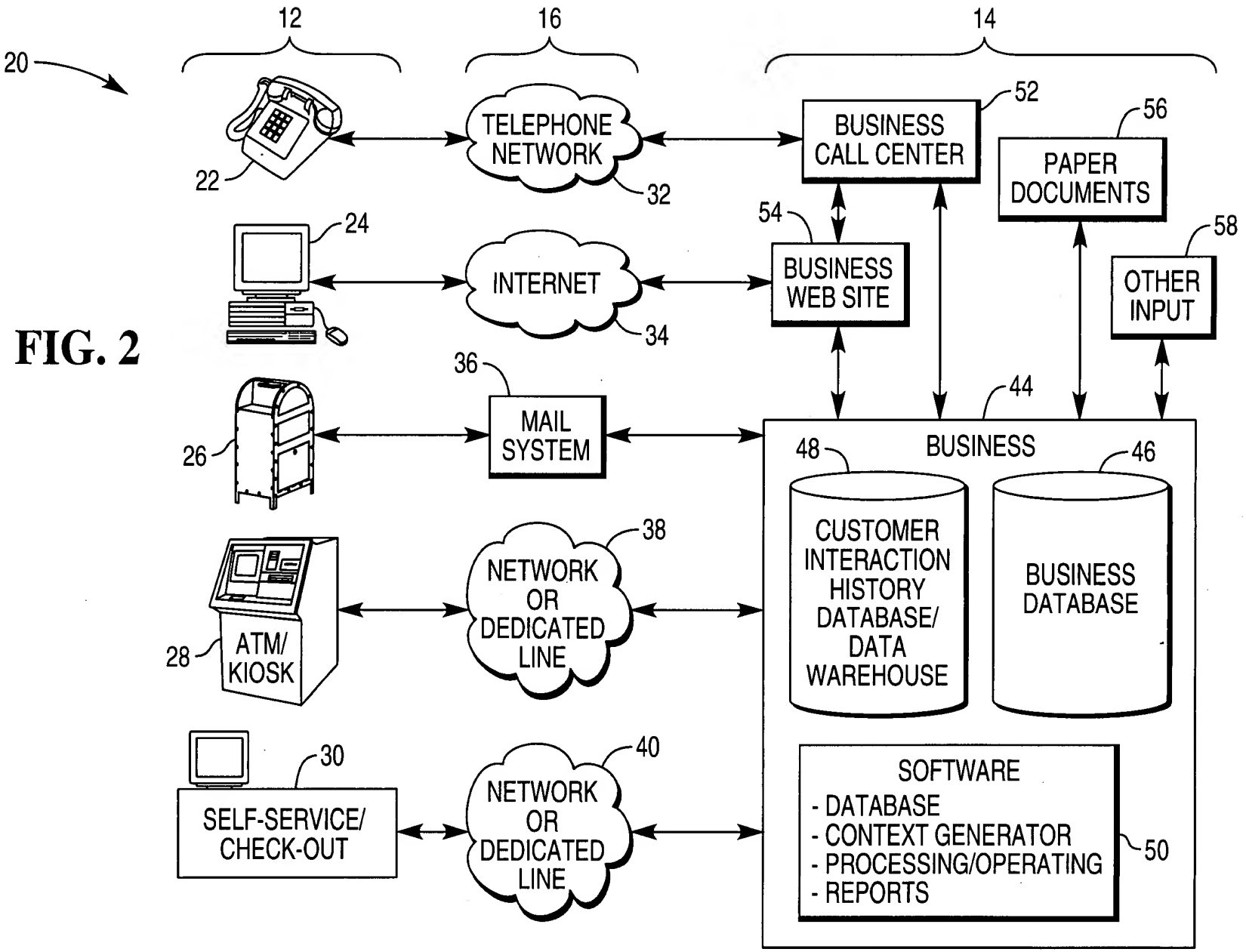

20
12
16
14
22
TELEPHONE NETWORK
32
BUSINESS CALL CENTER
52
PAPER DOCUMENTS
56
24
INTERNET
34
54
BUSINESS WEB SITE
OTHER INPUT
58
36
MAIL SYSTEM
26
44
BUSINESS
48
46
CUSTOMER INTERACTION HISTORY DATABASE/ DATA WAREHOUSE
BUSINESS DATABASE
38
NETWORK OR DEDICATED LINE
28
ATM/ KIOSK
30
40
SELF-SERVICE/ CHECK-OUT
NETWORK OR DEDICATED LINE
SOFTWARE
- DATABASE
- CONTEXT GENERATOR
- PROCESSING/OPERATING
- REPORTS
50

FIG. 4

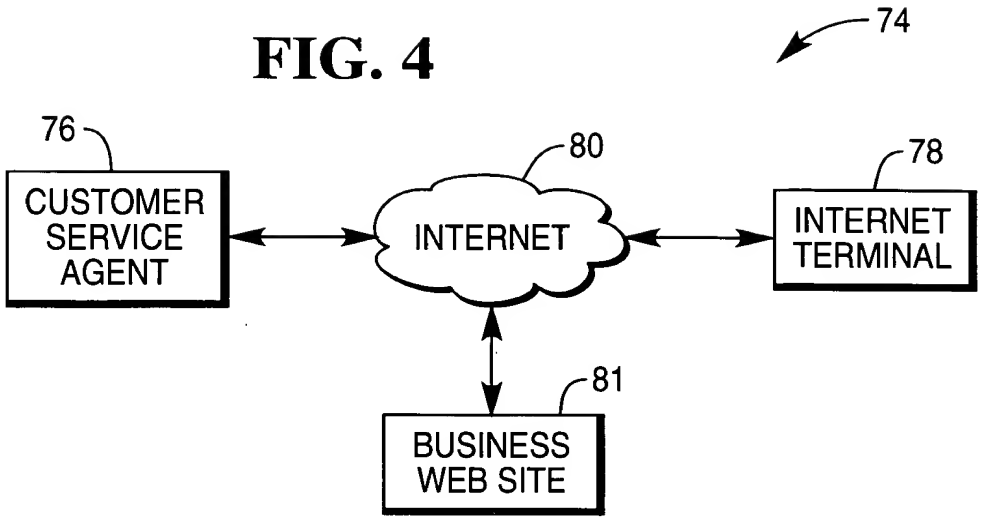

74
76
CUSTOMER SERVICE AGENT
80
INTERNET
78
INTERNET TERMINAL
81
BUSINESS WEB SITE

FIG. 5

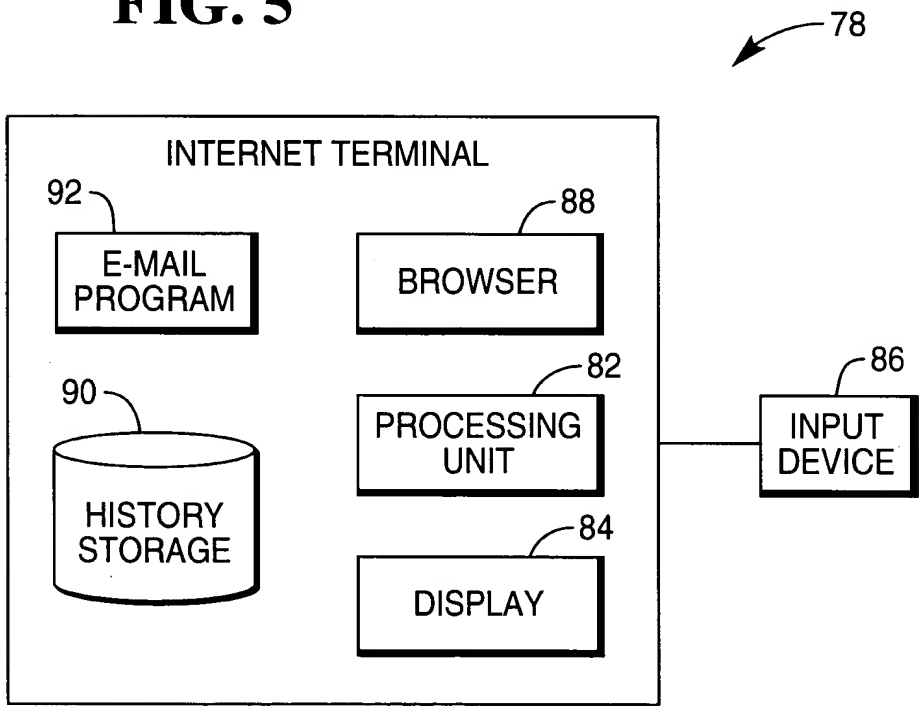

78
INTERNET TERMINAL
92
E-MAIL PROGRAM
88
BROWSER
90
HISTORY STORAGE
82
PROCESSING UNIT
86
INPUT DEVICE
84
DISPLAY

FIG. 6

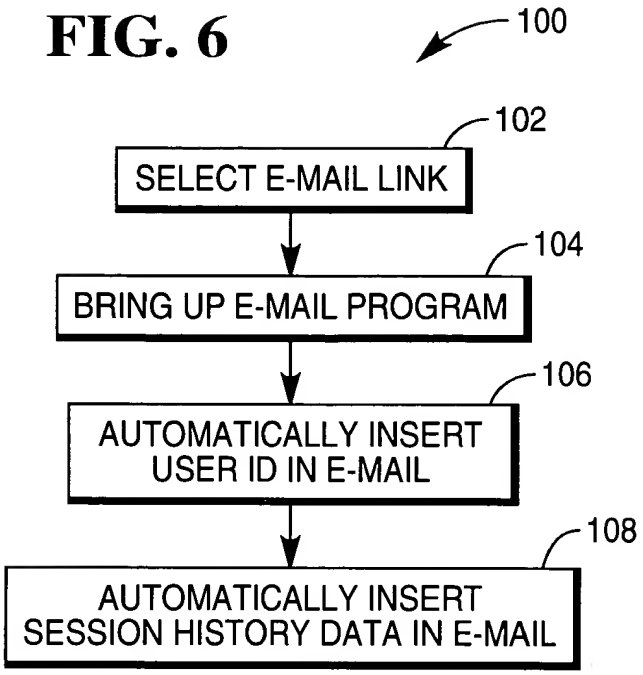
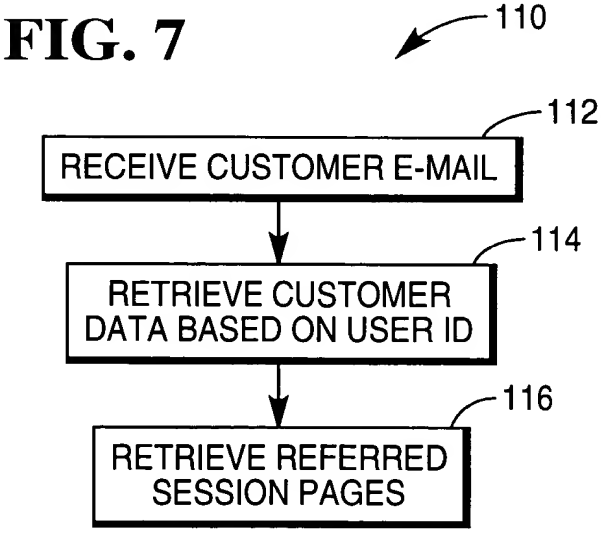

100
102
SELECT E-MAIL LINK
104
BRING UP E-MAIL PROGRAM
106
AUTOMATICALLY INSERT USER ID IN E-MAIL
108
AUTOMATICALLY INSERT SESSION HISTORY DATA IN E-MAIL

FIG. 7


110
112
RECEIVE CUSTOMER E-MAIL
114
RETRIEVE CUSTOMER DATA BASED ON USER ID
116
RETRIEVE REFERRED SESSION PAGES

09/735835

FIG. 1

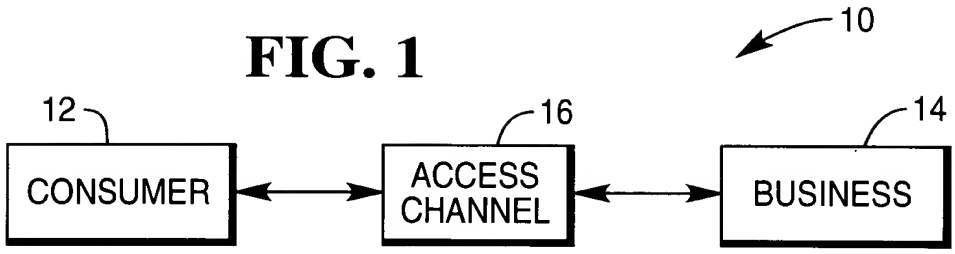
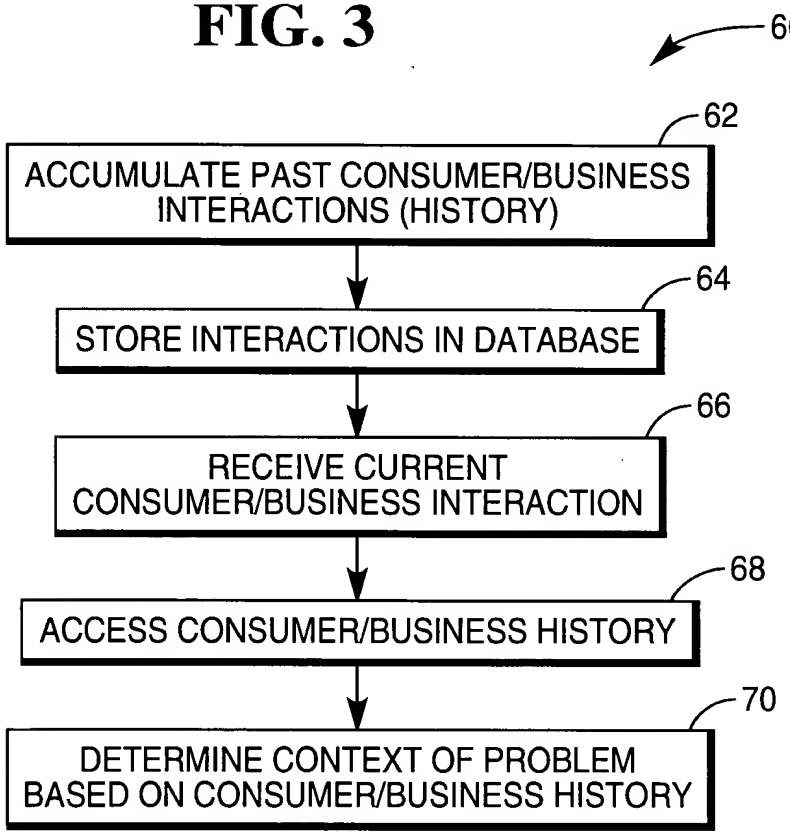


FIG. 3



TO9080 "SE8SE260

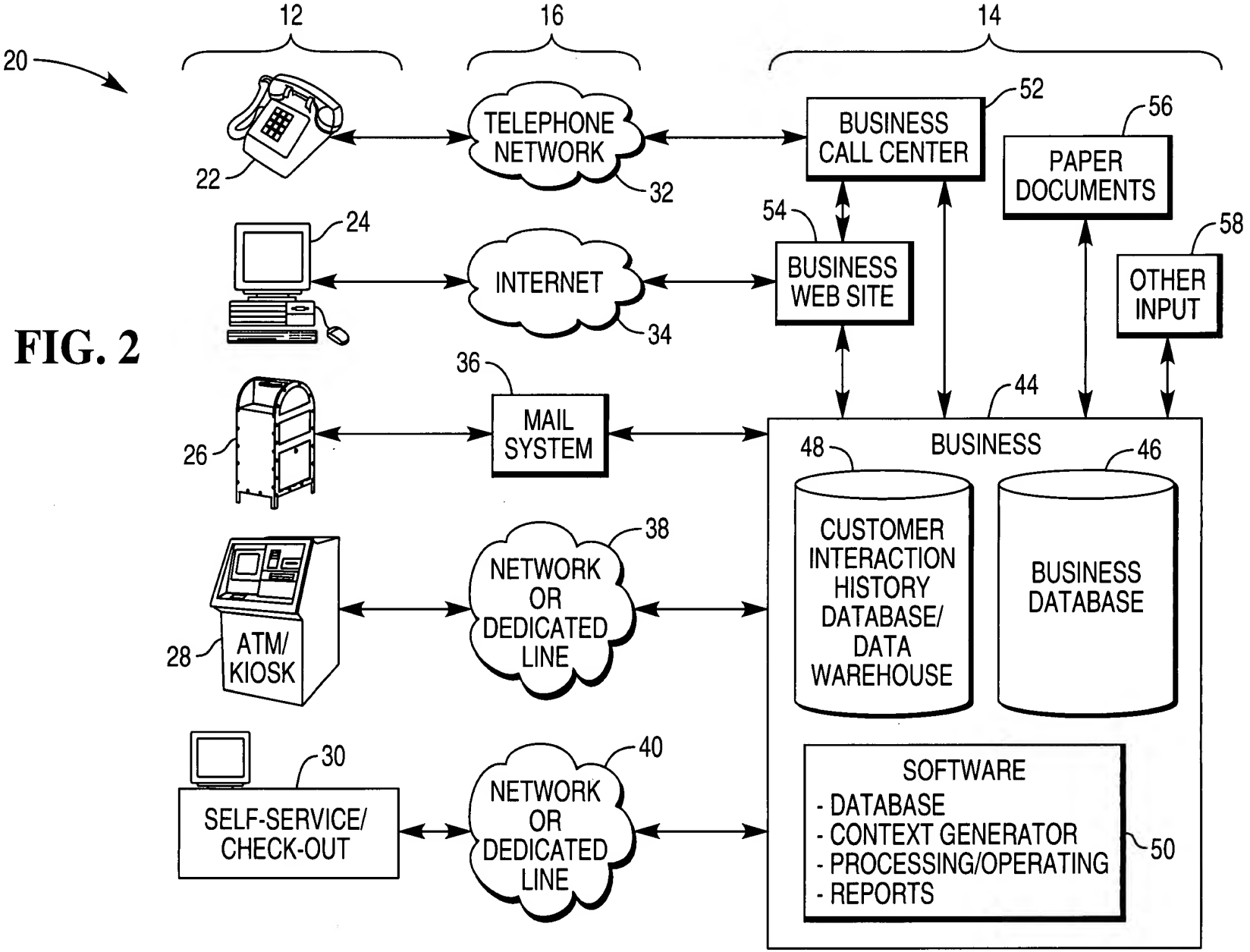


FIG. 2

FIG. 4

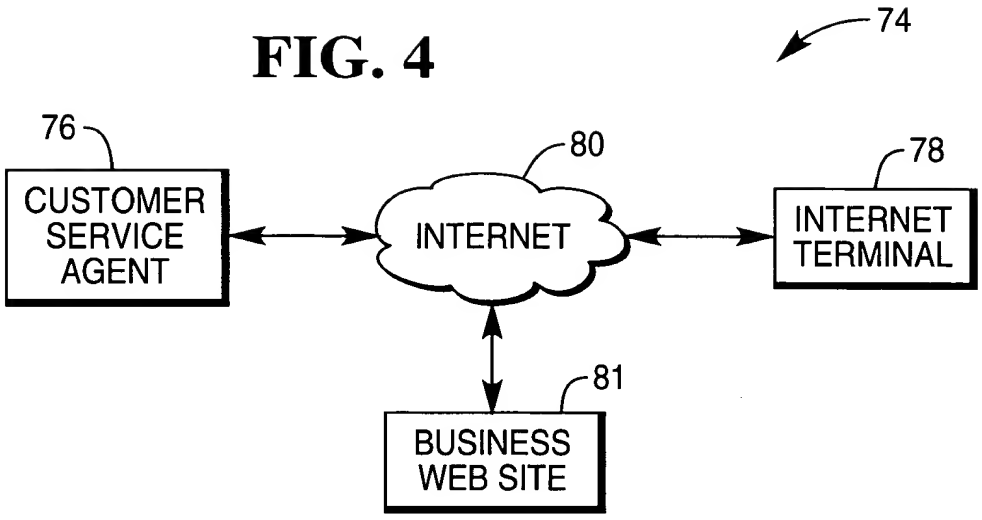

74
76
CUSTOMER SERVICE AGENT
80
INTERNET
78
INTERNET TERMINAL
81
BUSINESS WEB SITE

FIG. 5

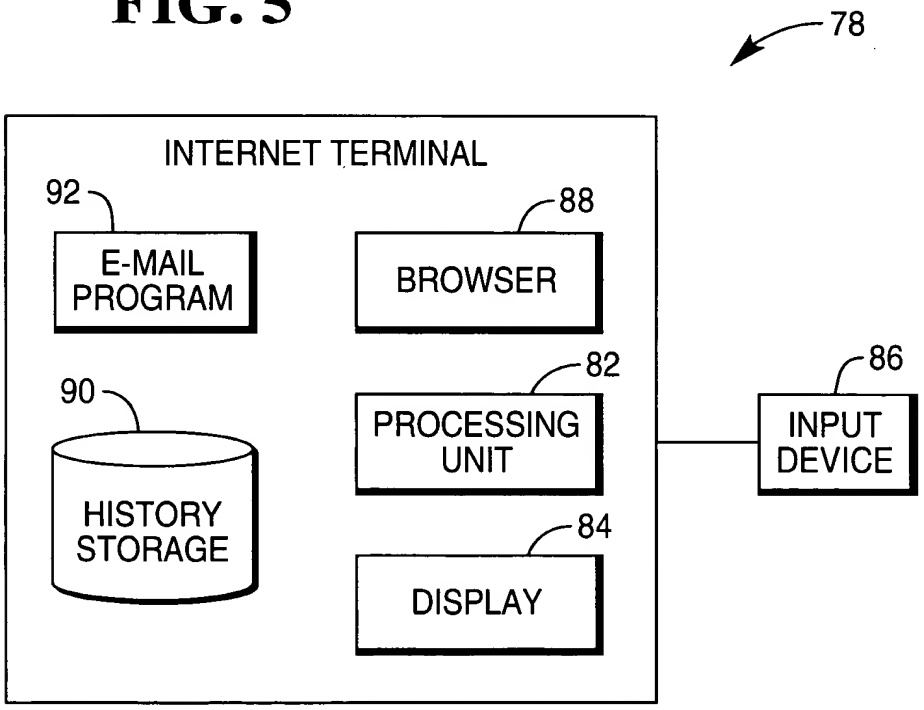
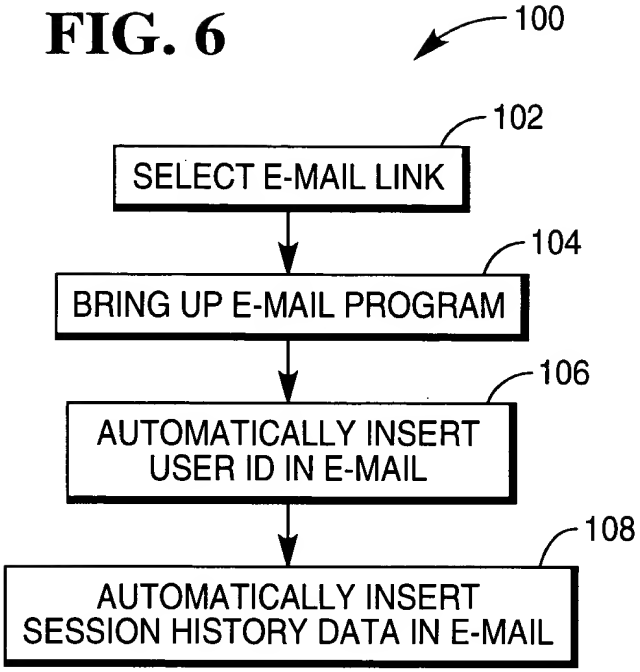

78
INTERNET TERMINAL
92
E-MAIL PROGRAM
88
BROWSER
90
HISTORY STORAGE
82
PROCESSING UNIT
86
INPUT DEVICE
84
DISPLAY

FIG. 6


100
102
SELECT E-MAIL LINK
104
BRING UP E-MAIL PROGRAM
106
AUTOMATICALLY INSERT USER ID IN E-MAIL
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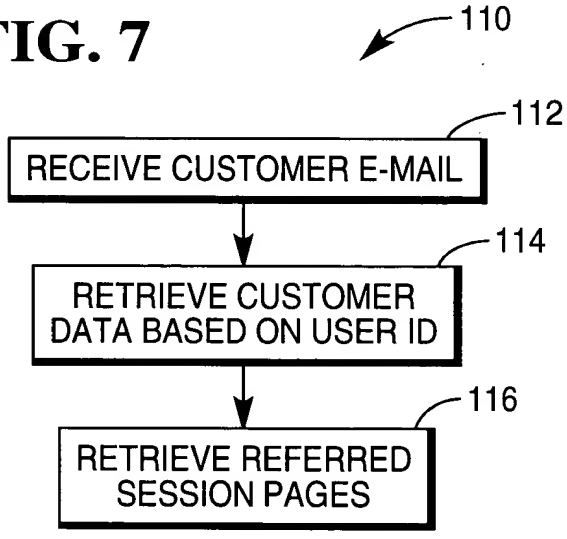
AUTOMATICALLY INSERT SESSION HISTORY DATA IN E-MAIL

FIG. 7


110
112
RECEIVE CUSTOMER E-MAIL
114
RETRIEVE CUSTOMER DATA BASED ON USER ID
116
RETRIEVE REFERRED SESSION PAGES